

BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
[Columbia, South Carolina]

HEARING # 21-11962

NOVEMBER 8, 2021

9:11 A.M.

DOCKET NO. 2021-153-S:

PALMETTO WASTEWATER RECLAMATION, INC. - Application for an
Adjustment of Rates and Charges

TRANSCRIPT OF TESTIMONY
AND PROCEEDINGS

VOLUME 1 OF 3

HEARING BEFORE Florence P. BELSER, VICE CHAIR, PRESIDING;
Justin T. WILLIAMS^[A/V], CHAIRMAN; *and* COMMISSIONERS Carolyn
L. 'Carolee' WILLIAMS^[A/V], Stephen M. 'Mike' CASTON^[A/V],
Headen B. THOMAS^[A/V], and Delton W. POWERS, JR.^[A/V]

ADVISOR TO COMMISSION: F. David Butler
SPECIAL COUNSEL

STAFF: Jocelyn Boyd, Chief Clerk/Executive Director; Rob Bockman,
Clerk's Staff; Jackie Thomas, Information Technology Staff;
Melissa Purvis and Gwen Richardson, Livestream Technical Staff;
Officer Joe Biggs; and Jo Elizabeth M. Wheat, CVR-CM/M-GNSC, Court
Reporter.

APPEARANCES:

SCOTT ELLIOTT, ESQUIRE, representing PALMETTO
WASTEWATER RECLAMATION, INC., **APPLICANT**

ROGER P. HALL, ESQUIRE^[A/V], representing the SOUTH
CAROLINA DEPARTMENT OF CONSUMER AFFAIRS, **INTERVENOR**

CHRISTOPHER M. HUBER, ESQUIRE, and ***NICOLE M.
HAIR, ESQUIRE***, representing the SOUTH CAROLINA OFFICE OF
REGULATORY STAFF

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

<u>I N D E X</u>	
	PAGE
<u>OPENING MATTERS</u>	3-9
Hearing Exhibit No. 1 marked/received	
[Pre-Registration/Sign-In List]	8
1. <u>TESTIMONY OF PUBLIC WITNESS HATTIE BARNETT</u>	9
<i>Witness excused</i>	14
2. <u>TESTIMONY OF PUBLIC WITNESS RICHARD CARR</u>	16
Cross Examination by Mr. Elliott.....	19
<i>Witness excused</i>	21
<u>CLOSING MATTERS</u>	22-23
<u>REPORTER'S CERTIFICATE</u>	24

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

P R O C E E D I N G S

VICE CHAIR BELSER: Good morning, and welcome to the Public Service Commission for the virtual public hearing to hear from customers, in Docket No. 2021-153-S, concerning the rate Application for Palmetto Wastewater Reclamation, Incorporated.

Let's take a roll call of Commissioners first. Present in the hearing room is me, Vice Chair Belser. Appearing virtually we have Chairman Williams, Commissioner Williams, Commissioner Powers, Commissioner Caston, and Commissioner Thomas

Mr. Butler, would you read the docket, please.

MR. BUTLER: Yes, Madam Vice Chair. Good morning, Madam Vice Chair and other members of the Commission. Also, parties and Commission Staff. I'm David Butler, Special Counsel for the Commission, and I wanted to share a few matters before the public hearing actually begins.

As the Vice Chair said, we are in Docket No. 2021-153-S, the Application of Palmetto Wastewater Reclamation, Incorporated, for an adjustment in rates and charges. This is the public hearing. The public hearing is for the public to share their thoughts about Palmetto Wastewater Reclamation's

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

request to increase its rates. The Commission scheduled this hearing because they know it's a significant matter and they want to hear from the customers of the utility. And, please, members of the public, know that, if you speak today, what you say does become a part of the official record of this case. You'll be sworn in and your testimony will be recorded by our court reporter. The Commission will keep in mind what you say when they deliberate and make a decision on this case.

All the parties will present testimony and evidence for the Commission during the merits hearing, which will be held beginning at 10 a.m. this Wednesday, November 10th. The final decision in this case will be issued by the Commission by no later than December 16, 2021.

Now for those of you who want to speak, please note that you have a three-minute time limit. When you're finished with your discussion, please remain where you are for a minute or so after, so that the Staff and the Commissioners and the parties can determine whether there are any questions for you. The Commissioners may have some questions; also the attorneys for the parties in the case may have some questions. So please don't be offended if this

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

happens. It is simply because the Commissioners and lawyers may want to learn more about what you have to say.

When you deliver your remarks, please speak up so that we can hear you. It's very important for the court reporter to hear everything that you have to say. I also wanted to point out that the Commission and Commission Staff are required to follow the same rules as a judge. So while the Commission can ask you questions, they cannot answer questions. They're prohibited by law from answering questions, so please don't be offended if you have questions during your testimony and no one answers. Other parties to the case may be able to answer your questions, such as the company, the Department of Consumer Affairs, and the Office of Regulatory Staff. Please save any questions that you may have for those parties.

Now, at this point, I would like to ask that the parties introduce themselves and those individuals with them, and I would start with Mr. Scott Elliott, who represents the company, Palmetto Wastewater Reclamation.

VICE CHAIR BELSER: Mr. Elliott, you're recognized.

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

MR. ELLIOTT: Madam Vice Chair, I'm Scott Elliott. I represent the Applicant in this matter. With me today – and I'd ask them to stand – are Ms. Nikia Morris, who is the head of Customer Service for the company; and Mr. Craig Sorensen, who's the company president. They wanted to be here this morning to hear what these witnesses had to say and will be available after the conclusion of the hearing to answer any questions that their customers may have.

But we appreciate you-all's convening this hearing and we look forward to it. Thank you so much, Madam Vice Chair.

VICE CHAIR BELSER: Thank you, Mr. Elliott. Welcome, members from the company.

We'll take the remaining appearances of counsel at this time. Who is appearing for the South Carolina Department of Consumer Affairs?

MR. HALL^[A/V]: Good morning, Vice Chair Belser. Roger Hall, Deputy Consumer Advocate, with the department. The department is given the authority to intervene in matters to represent the public interest – I mean, sorry – the consumer interest, and that's why we're here this morning, to hear from the customers and hear what they have to say,

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

so we can best represent them. Thank you.

VICE CHAIR BELSER: Thank you, Mr. Hall. And who is here from the Office of Regulatory Staff?

MR. HUBER: Thank you, Madam Vice Chair. My name is Chris Huber. I'm here for the Office of Regulatory Staff. Along with me today is Ms. Nicole Hair.

Very briefly, again, thank you, Mr. Butler, members of the Commission, Madam Vice Chair.

The ORS is a State agency but it is completely separate from the Public Service Commission. The ORS is charged with representing the public interest and making recommendations to the Commission regarding the Application.

Importantly, this hearing today is for you, the consumers, to have an opportunity to share your thoughts and comments regarding Palmetto Wastewater Reclamation, Incorporated's Application for a rate increase. It's important the Commission hears from you as they make the final decision in this matter.

If you have any questions or if there's anything you would like to discuss, the ORS Consumer Services Department is available to answer questions. That number is 1-800-922-1531, and they are available to take your call on weekdays from

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

8:30 to 5 p.m.

Again, thank you all for your attention and participation. And, Madam Vice Chair, I would ask that the preregistration sheet be made a part of the record in this case for today's hearing.

VICE CHAIR BELSER: Thank you, Mr. Huber. That will be Hearing Exhibit No. 1.

[WHEREUPON, Hearing Exhibit No. 1 was marked and received in evidence.]

MR. HUBER: Thank you. Nothing further, Madam Vice Chair.

VICE CHAIR BELSER: Ms. Boyd, who – do we recognize Mr. Bockman now, for our –

MS. BOYD: Yes, ma'am, Mr. Bockman will administer the oath. But your first witness is Ms. Hattie Barnett. Let me get her on the phone.

VICE CHAIR BELSER: Thank you.

[Brief pause]

MS. BOYD: Ms. Barnett, you ready?

MS. BARNETT^[A/V]: Yes, ma'am.

MS. BOYD: Okay. Hold on a second. Mr. Bockman has a question for you, okay?

MR. BOCKMAN: Ms. Barnett.

MS. BARNETT^[A/V]: Yes, sir.

MR. BOCKMAN: Do you affirm that the testimony

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

you're about to give is the truth, the whole truth, and nothing but the truth?

MS. BARNETT^[A/V]: Yes, sir.

MR. BOCKMAN: Thank you. At this time, if you'll please provide the Commission with your name, the street on which you live – but not your full address – and whether you're a customer of Palmetto Wastewater Reclamation, Incorporated. After that you may begin your three minutes of testimony

THEREUPON came,

H A T T I E B A R N E T T ,

who, having been first duly affirmed, testified via audio-conference as follows:

WITNESS^[A/V]: I live at 413 Brookgreen Drive, Columbia, South Carolina 29210.

MR. BOCKMAN: And your name, please, and whether you're a customer of Palmetto Wastewater Reclamation, Incorporated?

WITNESS^[A/V]: My name is Hattie Barnett, B-a-r-n-e-t-t.

MR. BOCKMAN: Thank you, Ms. Barnett. You may begin your testimony now.

WITNESS^[A/V]: I'm calling to testify that I think that the bill is going too high. I mean, I

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

I live – only one person live in the house, and I don't use that much billing every month. And I just think – you know, and I am a senior citizen, and I live on a fixed income, and I just think that, you know, that is too much. I would like for the bill to remain the same, if possible.

VICE CHAIR BELSER: Ms. Barnett, is that all –

WITNESS^[A/V]: Uh-huh?

VICE CHAIR BELSER: Does that complete your testimony?

WITNESS^[A/V]: Yes, I just want to say again that I just think that, you know, the bill going from \$37 to, I think, around about \$41 or \$42 a month, that's a little too much. I mean, I don't think it been that long since y'all gave – y'all had a raise. It hasn't been – I've forgotten exactly how many years it's been since we had a raise – I mean, since y'all, you know, gave us a raise on the water bill – I mean, sewer. How many years have it been?

VICE CHAIR BELSER: It's been about three years, Ms. Barnett. Hold on just a minute and let me see if any of the parties or if any of the Commissioners have questions for you regarding your testimony.

MR. ELLIOTT: Madam Vice Chair, the company

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

has no questions of Ms. Barnett. We appreciate her interest in this matter. Ms. Morris would be happy to speak with her by phone if Ms. Barnett would care to call in. I think the Customer –

VICE CHAIR BELSER: I don't think she can hear you talking from there, Mr. Elliott.

MR. ELLIOTT: [Indicating.] I've got no questions of the witness and, Ms. Barnett, thank you so much for coming. What I was saying was that Ms. Morris, who is the head of Customer Service for the company, is here, and I am sure she would be happy to speak with you by telephone and answer –

WITNESS^[A/V]: Uh-huh.

MR. ELLIOTT: – any questions you may have. I think her number is on the bill, and you can just call her at any time. She'd be happy to hear from you. But thank you so much for –

WITNESS^[A/V]: I think I already had called her and she said that, you know, the water bill was going to go up. I think I got a letter saying that, you know, our sewer bill was going to go up, so I think I called her. But she said if I had any concerns that, you know, I could call. But I disagree with, you know, the bill going up.

MR. ELLIOTT: Yes, ma'am. And we appreciate

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

your being here. Thank you so much.

WITNESS^[A/V]: You're welcome. Good morning.

VICE CHAIR BELSER: Department of Consumer Affairs, any questions?

WITNESS^[A/V]: I'm finished.

MR. HALL^[A/V]: I have no questions. Thank you.

VICE CHAIR BELSER: Ms. Barnett, just hold on with me just a second. I'm asking any of the people here, if they have any questions for you.

Office of Regulatory Staff?

MR. HUBER: [Indicating.]

VICE CHAIR BELSER: Chris, go to the podium. I'm sorry. Mr. Huber.

MR. HUBER: Thank you, Madam Vice Chair.

Thank you, Ms. Barnett, for speaking today. We have no questions for you, but thank you again for participating today.

VICE CHAIR BELSER: Commissioners, any questions for Ms. Barnett?

WITNESS^[A/V]: No, ma'am, I don't have any questions. I guess it's all you are the same people, I guess, I'm talking to.

VICE CHAIR BELSER: Yes, ma'am.

WITNESS^[A/V]: I just say that I can't afford the bill to go up any more, you know, because like I

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

said, I only live – one person live in this home, and I don't use that much sewer, you know, for it to go up like \$7. It just went up three or four years ago.

VICE CHAIR BELSER: Ms. Barnett, thank you so much for taking time and presenting your testimony this morning. Your testimony will be part of the record upon which the Commission will base its decision. So thank you for your time this morning and your testimony, and we will –

WITNESS^[A/V]: I do –

VICE CHAIR BELSER: We –

WITNESS^[A/V]: I do have one more question.

VICE CHAIR BELSER: Yes, ma'am.

WITNESS^[A/V]: Are you there? Do everybody's bill be the same? Or is it any way that y'all can do a discount for the amount of people that live in the house? Or everybody's bill have to be the same amount every month?

VICE CHAIR BELSER: Ms. Barnett, I am – as Mr. Butler – I don't know that you could hear counsel for the Commission. We cannot answer questions. The Commissioners are subject to what's called the Code of Judicial Conduct.

WITNESS^[A/V]: Oh.

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

VICE CHAIR BELSER: And we can't – we have to receive testimony. You are welcome – you can call the number on the bill. You can also call the Office of Regulatory Staff.

WITNESS^[A/V]: Uh-huh.

VICE CHAIR BELSER: Their telephone number is – you got something to write with?

WITNESS^[A/V]: Let me see. Yes, ma'am. Yes.

VICE CHAIR BELSER: You ready?

WITNESS^[A/V]: Uh-huh.

VICE CHAIR BELSER: 1-800-922-1531. And that's the Consumer Services Department at the Office of Regulatory Staff, and they can answer some questions for you there.

WITNESS^[A/V]: Okay. All right. Thank you.

VICE CHAIR BELSER: Thank you for being here this morning. We certainly appreciate your comments.

WITNESS^[A/V]: You're welcome. Bye-bye.

VICE CHAIR BELSER: Thank you.

[WHEREUPON, the witness was excused.]

VICE CHAIR BELSER: I show the next witness as Zackery Lee. Are you going to try to call?

MS. BOYD: I have tried, Madam Chair. I have not gotten through.

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

VICE CHAIR BELSER: Okay. We also have Mr. Richard Carr.

MS. BOYD: [Indicating.] Mr. Carr, this is Jocelyn Boyd with the Public Service Commission. Are you in the vicinity? Were you planning to come in to testify regarding the Palmetto Wastewater Reclamation –

MR. CARR^[A/V]: [Inaudible.]

VICE CHAIR BELSER: Bear with us as we try to reach the next witness, please.

MS. BOYD: Okay. If you stay on the phone right now, we can administer the oath and let you testify. You ready to testify? Okay. So I'm going to tell the Chair I have Mr. Richard Carr on the phone. Just stay on the phone, okay?

Madam Vice Chair, Mr. Richard Carr.

VICE CHAIR BELSER: Our next witness is Mr. Richard Carr.

Mr. Carr, a Staff member, Mr. Bockman, will administer the oath to you before you begin your testimony, please.

MR. BOCKMAN: Mr. Carr, can you hear me?

MR. CARR^[A/V]: Yes, I can.

MR. BOCKMAN: Excellent. Do you affirm that the testimony you're about to give is the truth,

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

the whole truth, and nothing but the truth?

MR. CARR^[A/V]: Yes, sir.

THEREUPON came,

R I C H A R D C A R R ,

who, having been first duly affirmed, testified via audio-conference as follows:

MR. BOCKMAN: Thank you, sir. At this time, will you please provide the Commission with your name, the street on which you live – but not your full address – and whether you're a customer of Palmetto Wastewater Reclamation, Incorporated?

WITNESS^[A/V]: My name is Richard Carr. I am a customer. And the street in question is Southern Pines Road in Columbia, South Carolina 29229.

MR. BOCKMAN: Thank you, sir. You may begin your three minutes of testimony at this time.

WITNESS^[A/V]: Yeah, a couple things, and I don't know if this is the right venue to say something, but I have a question in reference. I bought my property about five years ago. Within those five years, my bill has went from \$36.50, \$52.10, \$53.14, \$54.93, \$57.53, currently \$59.89, and now with this – another increase, it'll probably be well over \$60. And so my question is: The last raise – or increase was like maybe two years ago.

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

And as a concerned citizen and taxpayer, I would – I'm just curious as to how is this benefiting the public and the taxpayers? Where are these dollars being spent at? That's the main thing.

And then the second thing that I have concern about is: What is the notification process to the public? Because I just happened to be surfing the Internet and saw where this meeting was taking place today. There was no other notification from this company to the people that's paying for your service about this meeting taking place. To me, when I got my October bill, if a leaflet or something was put in there where people could see and make comment, that would be, you know, the right thing to do, but it was not. So you've got a lot of people that don't even know or are not aware of this meeting being held today. And then it gets approved with, you know, a least percentage of people being involved.

One other thing I would like to address is: Is this a government contract or a State-owned contract that this company has? And if so, I would like to know what the responsibility or oversight is of that person that oversees or approves that contract.

[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

And I think that that's – oh, one other thing. So, as far as the sewer people go, I would like to know what the responsibility is or whose responsibility it is as far as clearing easements as far as trees, shrubs, and that type of thing in these neighborhoods. I called about that maybe the last early part of the summer and I was told that that's the responsibility of the homeowner or the property owner; but the property owner does not own these easements where these water meters or sewer meters are at. So I had to come out of my pocket to get someone to come down and cut trees and remove stumps and all that type of thing. So, I mean, if this extra money is going towards clearing off some of these easements in these neighborhoods, then, you know, I don't have a problem with that, but I'm just curious as to, you know, less than five years, you know, I'm looking at eight different times that my bill is continually going up.

So thank you for listening. That's really all I have to say.

VICE CHAIR BELSER: Thank you, Mr. Carr. Please hold on and let me see if there are any questions from any of the parties.

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

Mr. Elliott?

CROSS EXAMINATION

BY MR. ELLIOTT:

Q Mr. Carr?

A Yes, sir.

Q Hey. My name is Scott Elliott. How are you?

A I'm good, thank you, sir.

Q I'm the attorney for Palmetto Wastewater Reclamation Company. And I am curious; from your testimony, is it possible that your sewer company is Palmetto Utilities, Inc.?

A I believe that's correct.

Q All right, sir. This is a rate case – do you understand this is a rate case for Palmetto Wastewater Reclamation, Incorporated?

A So am I in the wrong meeting? I was assuming this had something to do with my sewer bill. Is that incorrect?
Or –

Q Well, if you'll permit me, if you are a Palmetto Utilities customer, this rate matter will not have any impact on you. The rates for Palmetto Wastewater Reclamation are \$37.58 per month, just every month; it doesn't change.

A Okay.

Q So...

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

A So I'm in the wrong meeting.

Q Well, I think the short answer is yes, sir.

A Okay. Okay. Okay, well, I guess, disregard what I just talked about, because I was under the assumption that this was affecting my monthly sewer bill. So I guess I got them confused.

Q Well, and understandably. They both have "Palmetto" in them. But let me do say this, that your very capable customer service representative, Ms. Morris, is here in the hearing room, and she would welcome a call from you. She would be the customer service for Palmetto Utilities, as well. So if you would like – her name is Nikia Morris, and her number is on your phone bill – excuse me – your sewer bill.

A Okay.

Q And she is eager to speak with you, so feel free to call her. You'll enjoy – you'll enjoy speaking with her. So I'd urge you to call.

MR. ELLIOTT: Thank you so much, Madam Chair.

VICE CHAIR BELSER: Thank you, Mr. Elliott.

WITNESS^[A/V]: That was Ms. Morris, correct?

VICE CHAIR BELSER: That's correct. Ms. Morris.

WITNESS^[A/V]: Okay. I'll give her a call in a little bit. I know she's busy, so I might wait

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

till you guys get finished with your meetings and call her later on this afternoon.

VICE CHAIR BELSER: Thank you, Mr. Carr.

WITNESS^[A/V]: Thanks for listening to me. Y'all have a great day.

VICE CHAIR BELSER: You too. Thank you.

WITNESS^[A/V]: Okay. Bye.

[WHEREUPON, the witness was excused.]

VICE CHAIR BELSER: Ms. Boyd, do we have any other witnesses?

MS. BOYD: No.

COMMISSIONER CASTON: [Indiscernible.]

VICE CHAIR BELSER: Hello?

COMMISSIONER CASTON: Vice Chair Belser, this is –

VICE CHAIR BELSER: Commissioner Caston.

COMMISSIONER CASTON^[A/V]: I understand he was a customer of Palmetto Utility, but something he said, I was actually curious about: that he had been told that the customer's responsible for maintaining the sewer line easements or rights-of-way.

VICE CHAIR BELSER: Commissioner Caston, can you turn your camera on, please?

COMMISSIONER CASTON^[A/V]: Yes, I can

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

11/8/21

[indicating].

VICE CHAIR BELSER: Thank you.

COMMISSIONER CASTON: I'm sorry. In any event, if – I thought I understood him to say that he was told or notified that the customer was responsible for maintaining the sewer rights-of-way. And that – you know, I found that puzzling and I was just curious as to whether, in this one, if that was the case in Palmetto Wastewater Reclamation. Palmetto Utility, that would be a separate issue, but that caught my attention. That was a little concerning. I don't know if there could maybe be any clarification on that.

VICE CHAIR BELSER: Commissioner Caston, I would suggest that that would be a wonderful question to ask one of the witnesses from the utility, during the presentation by the utility of their case.

COMMISSIONER CASTON^[A/V]: I will do that. Thank you, ma'am.

MR. ELLIOTT: And if I may, Madam Vice Chair, Mr. Sorensen will be testifying on Wednesday morning in this matter, Commissioner Caston, and I would welcome any questions that you have of him, and I'm sure he'd be able to field that one. Thank

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION

you for your interest, though.

COMMISSIONER CASTON^[A/V]: Thank you, so much.

VICE CHAIR BELSER: Thank you, Commissioner Caston.

That concludes our witnesses. Is there anything else from the company?

MR. ELLIOTT: No, Madam Vice Chair. Thank you for the opportunity to appear this morning.

VICE CHAIR BELSER: Thank you, Mr. Elliott. Anything else from the Department of Consumer Affairs?

MR. HALL^[A/V]: No, thank you.

VICE CHAIR BELSER: Thank you, Mr. Hall. Anything else from the Office of Regulatory Staff?

MR. HUBER: No, Madam Vice Chair. Thank you.

VICE CHAIR BELSER: Thank you, Mr. Huber. With that, we will close this hearing. We will reconvene when the parties start presenting their cases, and that will be Wednesday – is that 10 o'clock? – 10 o'clock. Thank you, very much.

[WHEREUPON, at 9:35 a.m., the hearing in the above-entitled matter was adjourned, to reconvene at 10:00 a.m., on Wednesday, November 10, 2021.]

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

CUSTOMER-TESTIMONY HRG - VOLUME 1 OF 3

¹ PHONETIC APPROXIMATION

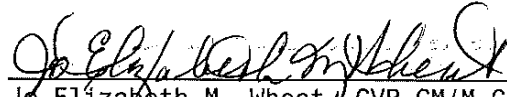
11/8/21

C E R T I F I C A T E

I, Jo Elizabeth M. Wheat, CVR-CM-GNSC, Notary Public in and for the State of South Carolina, do hereby certify that the foregoing is, to the best of my skill and ability, a true and correct transcript of all the proceedings had and testimony adduced in a customer-testimony public hearing held via audio/videoconference in the above-captioned matter before the PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA;

That the witnesses appearing during said hearing were affirmed to state the truth, the whole truth, and nothing but the truth;

IN WITNESS WHEREOF, I have hereunto set my hand and seal, on this the 5th day of December, 2021.


 Jo Elizabeth M. Wheat, CVR-CM/M-GNSC
 Hearings Reporter, PSC/SC
 My Commission Expires: January 27, 2021.

^[A/V] AUDIO- AND/OR VIDEOCONFERENCED PARTICIPATION

¹ PHONETIC APPROXIMATION